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| Position title | Family Violence Case Manager (Prison Support Portfolio) |
| Group | Individual Support Services |
| Employment status | Full (1.0FTE) or part time (0.8EFT), Fixed Term, 12 months |
| Salary Range | As per SCHCADS Award |
| Position reports to | Manager Individual Support Services |
| Location | Abbotsford and Melton |
| Delegation | There are no direct reports or financial delegation associated with this role |

Organisation environment

Djirra is an Aboriginal Community Controlled Organisation with over 20 years’ experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women’s strength and resilience.

We are committed to a future without family violence. We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops, and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women’s resilience.

Role purpose

The Individual Support Services team provides intensive Specialist Family Violence support to Aboriginal women who are experiencing or have experienced family violence and are at risk of further harm. The team’s interventions range from short-term crisis responses to longer-term intensive case-management. The team is also responsible for the provision of financial support to Djirra clients who fit the criteria via the Brokerage Program.

Case Managers provide support to Aboriginal and Torres Strait Islander women and their children, who often present with multiple and complex needs, to achieve safety, stability, and resilience from family violence, and to heal from the trauma they experience. They provide client-centred, strength-based casework, utilising the Multi Agency Risk and Assessment Management Framework (MARAM) through a trauma- informed lens.

This Case Manager position also has responsibility for a prison support portfolio which involves providing case management services within the MARAM framework to Aboriginal women, and their children, who are in prison or have been released from prison. As well as working from the Abbotsford office, these positions will work at times from a base at Melton with time spent there gradually increasing. Outreach to Dame Phyllis Frost and Tarrengower prisons will also be required at times.

The Prison Support Program is designed to assist Aboriginal women who have experienced family violence and incarceration to break the cycle of violence and offending and to live safe lives, connected to culture and free from trauma.

Key accountabilities / duties

Family Violence Case Manager

- Work collaboratively as a member of the case-management team to provide culturally safe support to Aboriginal and Torres Strait Islander women and their children who are experiencing family violence or have experienced family violence and are at risk of further harm.
- Undertake comprehensive risk assessment, case planning, risk management and safety planning of women and children in line with the MARAM framework.
- Work collaboratively with other ACCOs, specialist family violence services and other agencies to jointly provide services to women and their children when necessary.





- Facilitate access and referrals for Aboriginal women and their children to other ACCOs, specialist family violence services or other support services (e.g. mental health, housing, alcohol, and drug services etc).
- Ensure the maintenance of appropriate documentation including case notes, correspondence, and reports to facilitate quality service delivery and accountability.
- Comply with relevant legislation, policies, and procedures.
- Participate in regular network meetings, working groups and forums relevant to the work of ISS.
- Participate in regular supervision, team meetings, reflective practice, and professional development.
- Develop a close collaborative working relationship with professionals from Djirra’s programs and external agencies.
- Conduct assessments, in the context of case plans, to determine eligibility for Family Violence Flexible Support Packages, and administer the packages.
- Undertake other duties as directed.

Prison Support Portfolio

- Provide risk assessment and risk management support in the context of incarceration or a history of incarceration.
- Develop and manage case plans in collaboration with clients including service coordination and referrals
- Provide support at appointments within the prison.
- Provide support at Corrections post-release meetings.
- Provide trauma informed debriefing support to Aboriginal in prison, including women on remand, following release.

Key selection criteria

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| | <ul style="list-style-type: none"> • Demonstrated extensive knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women. • Knowledge of family violence within an Aboriginal cultural framework which preferences the experiences of Aboriginal women, including how this is utilised to understand and respond to the gendered nature of violence against Aboriginal women. Aboriginal women with relevant skills and experience are encouraged to apply. • An understanding of the impact of incarceration and the criminal justice system on Aboriginal women and their children and the intersections between incarceration, experience of family violence and multi-generational trauma. • Demonstrated commitment and ability to engage and work effectively with disadvantaged women experiencing family violence. • Direct experience working in a family violence setting, including a detailed knowledge of the MARAM framework is desirable. • Experience working with women pre and post release from prison is desirable. • A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities. <p>Highly Desirable</p> <ul style="list-style-type: none"> • Direct experience in working with Aboriginal clients who are at risk as a result of trauma. • A comprehensive understanding of the determinants, dynamics, and impact of violence against women from a feminist intersectional evidence base. • Knowledge of the current family violence service system policy and legislative context • Demonstrated experience of family violence service delivery with diverse communities. • Knowledge of the criminal justice, Corrections, and prison system in Victoria. |
| Competency | <ul style="list-style-type: none"> • The ability to apply a flexible, non-judgemental, and empowering approach to service delivery. • Demonstrated ability to work independently and as a collaborative team member in a challenging environment. • A flexible and positive approach to working hours, which may require some shift and after hours work at times. • Demonstrated competencies in the application and use of Microsoft work applications and other data systems. |



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| | <ul style="list-style-type: none"> • Ability to pick up new systems, including external portals, for example SHIP used for compliance reporting. • Demonstrated interpersonal skills, sound verbal and written communication skills. • A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions. |
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| Technical Skills | <ul style="list-style-type: none"> • PC skills, including familiarity with MS suite of tools and databases. |
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Qualifications / Experience

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| <ul style="list-style-type: none"> • At least 2 years’ experience in the family violence sector, or in pre and post prison release support, preferably with Aboriginal and Torres Strait Islander women would be highly regarded. • Tertiary qualifications in Social Work, Community Development, or related discipline • A current Working with Children Check Card • A current Police Check • A current Victorian Driver’s License |
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Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules, and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training eg – First Aid training, Fire Warden, etc.

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

We are a Child Safe Organisation

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working With Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra employees and volunteers are required to act in accordance with Djirra’s values and behaviours of:

- respect for people and culture
- trust
- integrity
- resilience; and
- empowerment

Djirra’s employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies are contained in Djirra’s Human Resources Policy Manual.





All Djirra workers - including employees, volunteers, contractors, and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.



ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee name:

Employee signature:

Date: / /

Manager's name:

Manager's signature:

Date: / /

HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

Initials: _____

Date: / /